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ABSTRACT

The general purpose of the occupational analysis is to provide workable, basic information dealing with the many and varied duties performed in the information receptionist occupation. The document opens with a brief introduction followed by a job description. The bulk of the document is presented in table form. Ten duties are broken down into a number of tasks and for each task a two-page table is presented, showing on the first page: tools, equipment, materials, objects acted upon; performance knowledge (related also to decisions, cues and errors); safety--hazard; and on the second page: science; math--number systems; and communications (performance modes, examples, and skills and concepts). The duties include: handling visitors; performing telephone duties; disseminate information; typing various items; processing mail; accounting for petty cash; making reservations; being a hostess; reproducing materials on photocopy equipment; and machine transcribing. A list of standard office and typing supplies is appended. (BP)

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Occupational Analysis

CE 004176

INFORMATION RECEPTIONIST

Instructional Materials Laboratory
Trade and Industrial Education
The Ohio State University

5217

AN ANALYSIS OF THE INFORMATION RECEPTIONIST OCCUPATION

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FOREWORD

The occupational analysis project was conducted by The Instructional Materials Laboratory, Trade and Industrial Education, The Ohio State University in conjunction with the State Department of Education, Division of Vocational Education pursuant to a grant from the U.S. Office of Education.

The Occupational Analysis project was proposed and conducted to train vocational educators in the techniques of making a comprehensive occupational analysis. Instructors were selected from Agriculture, Business, Distributive, Home Economics, and Trade and Industrial Education to gain experience in developing analysis documents for sixty-one different occupations. Representatives from Business, Industry, Medicine, and Education were involved with the vocational instructors in conducting the analysis process.

The project was conducted in three phases. Phase one involved the planning and development of the project strategies. The analysis process was based on sound principles of learning and behavior Phase two was the identification, selection and orientation of all participants. The training and workshop sessions constituted the third phase. Two-week workshops were held during which teams of vocational instructors conducted an analysis of the occupations in which they had employment experience. The instructors were assisted by both occupational consultants and subject matter specialists.

The project resulted in producing one hundred two trained vocational instructors capable of condulting and assisting in a comprehensive analysis of various occupations. Occupational analysis data were generated for sixty-one occupations. The analysis inlcuded a statement of the various tasks performed in each occupation. For each task the following items were identified: tools and equipment; procedural knowledge; safety knowledge; concepts and skills of mathematics, science and communication needed for successful performance in the occupation. The analysis data provided a basis for generating instructional materials, course outlines, student performance objectives, criterion measures, as well as identifying specific supporting skills and knowledge in the academic subject areas.

PREFACE

The following is an analysis of an information receptionist. It must be pointed out that the tasks and duties listed are performed by the majority of information receptionists. Some information receptionists will perform all of these duties while others may perform only one of the duties depending on the size and policy of the company. The tasks are listed in chronological order.

This position can be an entry level position which can be filled by someone who has completed a general business program. A cheerful personality is as important to the success of this position as the technical skills, since he/she is the first company representative the public meets. It is not intended that this be the basis for a complete program.

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JOB DESCRIPTION

An information receptionist is the first company representative who greets visitors in the office face-to-face. The duties of the information receptionist vary according to organizational structure. Such duties include greeting callers, answering questions about the company, sorting and distributing incoming and outgoing mail, handling the switchboards, keeping the petty cash, being a hostess or tour guide, taking care of various reservations, reproducing materials, maintaining the reception area, running errands, transcribing, filling in temporarily at other work stations, typing assorted materials, and carrying out any oral or written instructions of the employer.

Duty A Handling Visitors

1 Greet, identify, and screen visitor
2 Make visitors feel comfortable
3 Announce visitor to employee
4 Maintain visitor book and issue visitor passes
5 Direct visitor to proper office or department
6 Answer visitor's questions
7 Keep calendar of appointments

(TASK STATEMENT) GREET, IDENTIFY AND SCREEN VISITORS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Calendar of appointments	Find out visitor's name and purpose of visit Make visitor feel at ease Determine who visitor wishes to see	

DECISIONS	CUES	ERRORS
Recognize aggressive visitor Recognize if employee wishes to see visitor	Visitor's actions Message from employee	Improper handling of visitor

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Basic need of feeling important [Ego] Respect for visitor [Self-respect of visitor] Use tactful reasons if visit cannot be completed [Insecurity] Show fairness - ethics Avoid offending visitor Avoid being trapped in a coverup		Follow oral and written instructions Give verbal instructions Demonstrate self-confidence Question and listen

(TASK STATEMENT) MAKE VISITORS FEEL COMFORTABLE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Coffee machine and supplies Reading material Smoking material Coat rack Waiting area – chairs, tables, sofas	Check room environment Talk with visitor Hang up coat and hat Provide reading materials, ash tray Serve coffee Continue with work in progress	Avoid burning self or visitor with coffee Be sure smoking materials are extinguished

DECISIONS	CUES	ERRORS
Implied - application of procedure		Visitor feels uncomfortable

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Make visitor feel comfortable [Reinforce self-worth] Reassure visitor of his/her appointment	Ratio and proportion Multiplication [Making coffee]	Inquire about comfort of visitor Gestures of concern and respect Empathy with visitor

(TASK STATEMENT) ANNOUNCE VISITOR TO COMPANY EMPLOYEE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Company director Visitor's name Intercom - P.A. - telephone	Locate employee Relate nature of visitor's business Reassure visitor of appointment	

DECISIONS	CUES	ERRORS
Implied - application of procedure		Visitor waits too long Announcing wrong person Announcing visitor to wrong person Letting visitor overhear employee's remarks

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Ego - make visitor feel important	Use of locator bell systems	Reading appointment book Reading company directory Speaking - Proper pronunciation of visitor's name Interpreting messages from employee concerning visitor Speaking - Keep emotion out of voice while on pn[illegible]

(TASK STATEMENT) MAINTAIN VISITOR BOOK AND ISSUE GUEST PASSES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

Standard office set-up
Guest book
Visitor passes
Safety equipment
Safety rules

PERFORMANCE KNOWLEDGE

Date guest book
Sign visitors in and get addresses
Issue visitor pass
Issue safety equipment and rules
Account for visitor passes

SAFETY – HAZARD

DECISIONS

Implied - application of procedure

CUES

ERRORS

Passes issued incorrectly
Visitor book incomplete
Failure to wear safety equipment [Visitor]

SCIENCE

Courtesy
Importance of activities involved to visitor [Motivation]

MATH – NUMBER SYSTEMS

Locate by approximation rational numbers and integers on the number line (Sequential ordering)

COMMUNICATIONS

Speaking - courteous treatment of visitors to get their names and addresses

Writing - guest passes

Speaking - impress need of safety equipment upon visitor

Facial expressions

(TASK STATEMENT) DIRECT VISITOR TO PROPER OFFICE OR DEPARTMENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Floor plan map Office directory	Be familiar with office layout Determine employee location Inform visitor of direct route to employee Review safety procedures Guide visitor to office location Make formal introduction	

DECISIONS	CUES	ERRORS
Implied - application of procedure		Failure to follow safety precautions Failure to avoid restricted area Directing visitor to wrong place Visitor getting lost

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Avoid insecurity by using common vocabulary Assume ability of visitor to follow directions. Do not talk down to him/her [Self-worth]		Reading company directory Intrepreting map Speaking directions to area Poise in directing visitor Etiquette - making introductions

(TASK STATEMENT) ANSWER VISITOR'S QUESTIONS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set- Company reference materials	Answer questions which are general Locate information from appropriate source Refer to company reference	

DECISIONS	CUES	ERRORS
Determine which questions may be answered Decide which reference source to use	Company policy Where information is located	Answering restricted questions Providing wrong information Creating a poor company image

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Confirm validity of question [Reinforcement] Tact in avoiding questions [Ego]		Clarify visitor's questions - interpretation Understand reference material Give verbal answers to questions Convey self-confidence by posture, tone of voice, or gestures Eye contact to acknowledge person, show him/her attention

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(TASK STATEMENT) KEEP CALENDAR OF APPOINTMENTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Calendar of appointments	Record appointments as they are scheduled Remind employee of appointments Cancel appointments Reschedule appointments	

DECISIONS	CUES	ERRORS
Determine amount of time needed for appointment Determine time to schedule appointments Determine who to schedule for appointment	Purpose of appointment Recognize available time Who may be seen	Avoid scheduling two appointments at once Scheduling appointments too close Failure to notify all persons who are to attend the appointment

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Use tact in denying appointments [Avoid frustration] General courtesy [Respect] Offer realistic alternatives to broken appointments [Building trust of company] Console late visitors and offer to reschedule [Reinforcement of visitor's self-worth]	Dates Time	Read and interpret appointment book Analyze time needed for each appointment Get instructions from employee Write reminder notes Facial expressions of concern

Duty B Performing Telephone Duties

1 Answer incoming calls
2 Maintain telephone directories
3 Place long distance calls and keep log
4 Verify telephone bill

(TASK STATEMENT) ANSWER INCOMING CALLS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Company phone directory Local phone books Out-of-town phone books Personal telephone files Message pad	Answer phone Screen unwanted calls Direct calls to correct person Take phone messages and relay them Transfer calls Keep callers on "hold" informed Soothe irate callers	

DECISIONS	CUES	ERRORS
Determine to whom to direct the call Determine if call should be put through	Purpose of call Employee instructions	Routing call to wrong person Not getting names correctly Transposing phone numbers Failing to relay messages Cutting callers off

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Make caller feel important [Ego] Be a good listener [Concern] Tactfully handle irate callers [Frustration]	Company extension system Understanding telephone electronics	Speaking - pleasant phone voice that generates warmth Writing - legibly and accurately write messages Reading and using company directory

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(TASK STATEMENT) MAINTAIN TELEPHONE DIRECTORIES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Local office directory Company directory Local telephone books Out-of-town telephone books as needed Emergency numbers Frequently called numbers	Keep current telphone books available Be familiar with alphabetic system Keep frequently called number list accessible Make company lists of extensions available Prepare updated telephone lists Maintain personal phone number lists	

DECISIONS	CUES	ERRORS
Determine what numbers are out of date	New numbers issued	Transposing numbers Losing numbers Illegible writing of numbers

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Writing arabic figures correctly Awareness of area code system	Reading telephone directory Writing telephone lists Speaking - confirmation of numbers

(TASK STATEMENT) PLACE LONG DISTANCE CALLS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Telephone log Telephone listings	Locates telephone number Place calls Write calls in log - number called and caller Arrange conference calls Make overseas calls Transfer calls Place telegrams	

DECISIONS	CUES	ERRORS
Determine type of call to make Determine when to make the call	Cost Time zone Company policy Employer instructions	Charging wrong person with call Placing wrong type Cutting off people Forgetting about time zone Dialing wrong numer

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Frustration of worker in trying to place calls within time limits General courtesy	Long distance rates Utilizing telephone number system Understand telephone electronic system Understanding time zones	Using directories Legible and accurate writing Using proper telephone techniques Projecting a telephone personality

(TASK STATEMENT) VERIFY TELEPHONE BILL

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Telephone bill Long distance log	Check long distance log against phone bill Itemize long distance expenses by department Confirm totai Authorize bill for payment File long distarce information	

DECISIONS	CUES	ERRORS
Determine if bill is correct	Are calls accounted for	Failure to keep accurate records of calls made Poor math skills causing inaccuracy

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Frustration of worker trying to locate unlogged calls Persistence needed to track down calls	Addition and subtraction of whole numbers Addition and subtraction of decimal fractions Percentages Multiplication of decimals	Comparing telephone bill with log Coding system for bill check off Recording calls in log

Duty C Disseminate Information

1 Disseminate information

(TASK STATEMENT) DISSEMINATE INFORMATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Company manual Company directory House organ Company map Company brochures Stockholder reports General reference materials	Answer questions Pass out materials Replenish brochure supply Generate goodwill Keep listing of current company activities	

DECISIONS	CUES	ERRORS
Determine if question should be answered Determine manner in which questions should be answered	Confidentiality of a material To whom information is being given Immediacy of information Type of information needed	Giving out confidential information Giving out incorrect information Being slow in sending information

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Tactfully deny information [Protect ego] Acknowledge importance of a question [Reinforcement] Reinforce visitor's importance by being attentive Correct false information when necessary Protect company interests [Ethics] Demonstrate professional attitudes		Oral - answering questions Facial expression - attentiveness to visitor Physical gestures to command attention or direction Pleasant tone of voice Select materials to be used

Duty D Typing Various Items

1 Arrange correspondence
2 Prepare forms
3 Prepare duplicating materials
4 Maintain typewriter

(TASK STATEMENT) ARRANGE CORRESPONDENCE

TOOLS, EQUIPMENT, MATERIALS OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Standard office set-up Standard typing supplies	Select letter styles and uses Type letters and carbons Proofread Make neat corrections Use correct paper form Address envelopes Attach enclosures Prepare address finder cards Read and answer correspondence	

DECISIONS	CUES	ERRORS
Determine type of correspondence necessary Determine what is to be said in the correspondence	To whom correspondence is being sent Type of information being conveyed	Incorrect information Undetected errors

SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
Reply promply [Attention] Motivate action with correspondence Use appropriate vocabulary [Self image of people]	Addition and subtraction of whole numbers Multiplication and division with whole numbers	Read correspondence Write letters, using correct: Grammatical structure and logic Vocabulary and spelling Criticize work for errors and tone

(TASK STATEMENT) PREPARE FORMS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Standard typing supplies Invoices Purchase orders Requisitions	Use appropriate form Type forms correctly Verify information Make corrections Address envelopes Expedite form File office copy	

DECISIONS	CUES	ERRORS
Choose correct form	Purpose of information Type of information To whom information is being sent	Undetected errors Misfiled Wrong information Use of wrong form

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SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Reading and intrepreting charts, tables, and/or graphs Locate by approximation rational numbers and integers on the number line (Sequential ordering) Code numbering system Addition, subtraction, multiplication, division Use of decimals	Deciphering instructions Choosing correct form Following directions Using dictionary

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(TASK STATEMENT) PREPARE DUPLICATING MATERIAL

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Standard typing supplies Masters Stencils Correction Razor blades Offset erasers Non-reproducing pencils	Type ditto Correct ditto Type stencil Correct stencil Type offset master or original Correct offset masters Prepare typewriter for typing	Razor blade cuts

DECISIONS	CUES	ERRORS
Determine which technique is best	Purpose and type of material Quantity needed Time availa' 'e for completion Employee instructions Cost	Sloppy work Inefficient use of equipment Undetected errors Typing ditto master backwards

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Measures of length	Receive written and oral instructions Type information

(TASK STATEMENT) MAINTAIN TYPEWRITER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Standard typing supplies Brushes Cleaning fluid Rags Typewriter ribbons Typewriter manual	Be familiar with operation of parts Change ribbon Clean type bars Call repair mechanic when needed Dust typewriter	

DECISIONS	CUES	ERRORS
Determine when to change ribbon Determine when to clean machine Determine when to call repair mechanic	Poor type - type of job Poor operation Broken	Electrical short in machine Worn, frayed plugs or cords Tripping over cords

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
		Speaking - calls to repair mechanic Reading manual directions

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Duty E Processing Mail

1 Process incoming mail
2 Process outgoing mail

(TASK STATEMENT) PROCESS INCOMING MAIL

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Scissors Letter opener Routing slips	Sorts mail Routes mail Pays overdue postage Sign for special mail Deliver mail Forward and/or return mail	

DECISIONS	CUES	ERRORS
Determine who receives mail	Address Title of employee Department head Purpose of correspondence Return addresses	Sending mail to wrong person Losing mail Opening personal or confidential mail

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
		Read mail addresses

(TASK STATEMENT) PROCESS OUTGOING MAIL

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Scissors Postage meter Zip code directory Postage log Mailing materials Cord Masking tape Mailing labels	Wrap and address packages Put on special mailing notation Locate zip codes Calculate postage Operate postage meter Keep postage log Bundle mail Take mail to mailing point Maintain company mailing list	

DECISIONS	CUES	ERRORS
Determine what class of mail to use	Employee instructions Company policy U.S. mail policy Cost Package size and content	Improperly setting postage meter for for date and amount

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Addition and subtraction of whole numbers Measures of length Measures of weight	Writing mailing addresses Reading postal regulations and rate charges Maintaining company mailing list Typing addresses

Duty F Accounting for Petty Cash

1 Accounting for petty cash

(TASK STATEMENT) ACCOUNTING FOR PETTY CASH

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Petty cash box Cash Petty cash ledger Petty cash voucher	Pays incidental expenses Records and itemizes cash disbursements Prepares replacement voucher Replenish fund	

DECISIONS	CUES	ERRORS
Determine if expense should be incurred	Legitimate expense Company policy Employee instructions	Inefficient handling of funds Money being stolen Money being mislaid Not itemizing expense at time of disbursement

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Politely denying request [Pride]	Addition and subtraction of whole numbers Multiplication and division with whole numbers	Writing legible figures in records Listening to person requesting payment Speaking - communications

Duty G Making Reservations

1 Keep up to date schedule books
2 Make and confirm travel reservations
3 Make and confirm rental car arrangements
4 Make and confirm hotel reservations
5 Make and plan luncheons
6 Arrange private transportation

(TASK STATEMENT) KEEP UP-TO-DATE SCHEDULE BOOKS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Current schedule books from airlines, buses, trains, etc. Book of hotels Telephone list of rental car agencies Telephone list of 800 numbers for major motel chains Road maps	Obtain up-to-date schedule books Make changes in schedule books Destroy outdated material Collect and file current issues of roadmaps	

DECISIONS	CUES	ERRORS
Determine which materials are out-of-date	New material replacements Employee instructions	Using wrong material to plan itinerary

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
		Speaking request information Writing for new materials Reading road maps and schedule books

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(TASK STATEMENT) MAKE AND CONFIRM TRAVEL RESERVATIONS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Reservation numbers Current schedule books Airline tickets Airline travel card numbers	Plan itinerary, places, dates and times Schedule flights, etc., to fit itinerary Confirm reservations before departure Get special travel regulations for mode of travel Prepare list of alternate flights, etc.	

DECISIONS	CUES	ERRORS
Determine if flight, etc. fits desired itinerary	Times desired Mode of travel desired	Issuing ticket for wrong date Forgetting to confirm reservations Forgetting to cancel reservations Forgetting about time zones

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Consideration of convenience and comfort (Pride)	Understanding time zones Reading time tables	Speaking - telephone use for reservations Typing itinerary Reading travel schedules Writing tickets

(TASK STATEMENT) MAKE AND CONFIRM RENTAL CAR RESERVATIONS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up List of rental car agencies Travel card numbers Travel itinerary	Reserve car and arrange delivery Note car reservation on itinerary	

DECISIONS	CUES	ERRORS
Determine if car will be available	Employee instructions Rental information	Late arrival of car No car available

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
		Speaking - telephone reservations

(TASK STATEMENT) MAKE AND CONFIRM HOTEL RESERVATIONS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Itinerary List of accommodations	Plan itinerary Make hotel reservation to fit plan List hotel reservation on itinerary Guarantee reservations when necessary	

DECISIONS	CUES	ERRORS
Choice of hotel Choice of accommodations	Employee preference Employee instructions Cost Availability Location of appointment or meeting	No guaranteed reservations

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
		Speaking - telephone reservation Writing notes on itinerary Reading list of possible hotels

(TASK STATEMENT) MAKE AND PLAN LUNCHEONS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Catering information List of possible locations Guest lists	Reserve hall Choose caterer Plan and order menu Arrange for table decorations Send out invitations Compile list of attending Make name tags Plan and engage entertainment (speakers, etc.)	

DECISIONS	CUES	ERRORS
Purpose of affair Choosing caterer	Boss's instructions Cost, menu desired availability	Too expensive Accommodations not satisfactory Not ordering enough food Poor location Not enough people showing up

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Motivating people to attend	Liquid and dry measures Locate by approximation rational numbers and integers on the number line (Sequential ordering)	Speaking - dealing with caterer receives instructions from employer Writing - list of attending name tags invitations Reading caterer's information Typing contract

(TASK STATEMENT) ARRANGE PRIVATE TRANSPORTATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Telephone numbers for private modes of transportation Employee's time schedule	Make arrangements for travel mode most appropriate to destination and budget	

DECISIONS	CUES	ERRORS
Determine what is required of mode	Cost Speed necessary Employee instructions	Inefficient travel Slow Costly

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
		Speaking - phone conversations Reading employee's time schedule

Duty H Being a Hostess

1 Maintain reception area
2 Serve refreshments
3 Conduct tours
4 Run errands

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(TASK STATEMENT) MAINTAIN RECEPTION AREA

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Ashtrays Waste receptacles Reading materials Decorations (personalized) Cleaning and dusting supplies	Regulate temperature of reception area Straighten up and dust reception area Provide recent reading material Personalize area (pictures, flowers, etc.) Empty ashtrays during day	People with allergies to flowers Smoking items that are not extinguished

DECISIONS	CUES	ERRORS
Implied - application of procedure		Uncomfortable area Unpleasant looking area

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Make reception place where people can relax (Comfort) Cleanliness - clean reception area to denote company image		

(TASK STATEMENT) SERVE REFRESHMENTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Coffee pot and supplies Accessory supplies (tea bags, sugar, etc.) Paper supplies Serving tray Set of china cups Cleaning supplies	Prepare refreshments Serve refreshments Clean up Order supplies as needed	Burning self or caller

DECISIONS	CUES	ERRORS
Determine if guest wishes refreshments	Guest's actions Guest's inquiry	Rudeness Coffee too strong

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Make visitor feel at home (Comfort) Showing concern for the visitor (Pride) Hospitality	Liquid and dry measures	Speaking with a friendly tone Gestures in serving Facial expressions to show concern

(TASK STATEMENT) CONDUCT TOURS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Coat rack Map Company brochures Giveaways (if company policy)	Greet visitors and organize group Tour introduction Conduct tour Answer questions End tour and escort visitors out	Nof following safety procedures

DECISIONS	CUES	ERRORS
Determine what areas to tour	Group instructions Company policy Time available	Losing visitors Uninteresting tour

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Make visitors feel comfortable (Comfort) Project company image (Pride) Build up tour (Excitement)		Eye contact to show interest Explain tour orally Instruct visitors orally Audio visual aids (Movies, slides, recordings, etc.) Gestures as a way of getting attention

(TASK STATEMENT) RUN ERRANDS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Local maps Objects involved in performing errand Money Address book	Receive instructions from employee Complete the errand	

DECISIONS	CUES	ERRORS
Decide best way to perform errand	Speed required Nature of duty Company policy Employee instructions	Slow Uncompleted errand Wrong information received

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Inspiring cooperation (Motivation) Poise in completing errand (Self ego)	Addition and subtraction of whole numbers [Making change] Multiplication and division with whole numbers [Making change]	Listening to directions Verbally relaying instructions

Duty I Reproducing Materials on Photocopy Equipment

1 Maintain and operate photocopy equipment
2 Collate reproduced materials

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(TASK STATEMENT) MAINTAIN AND OPERATE PHOTOCOPY EQUIPMENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Photocopy equipment Photocopy supplies Materials to be reproduced Repair address and phone number	Attend photocopy training sessions Attain an acceptable level of performance Keep equipment in running operation Keep adequate supplies on hand Operate equipment	

DECISIONS	CUES	ERRORS
Implied - application of procedure		Illegible copies Waste Prepare reset counter correctly Papers jamming Poor intensity setting

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Locate by approximation rational numbers and integers on the number line (Sequential ordering)	Reading written directions Listening to oral directions Using photocopier manual Giving mechanical instructions to machine

(TASK STATEMENT) COLLATE REPRODUCED MATERIALS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Jogger (If available and necessary) Collator (If available) Stapler and staples Binders and binding supplies Punchers Notebooks File folders	Sorts reproduced materials to be collated Organize material for efficient collation Collate material Secure material Distribute material Return original to employee	Paper cuts

DECISIONS	CUES	ERRORS
Determine method of securing material	Number of pages Methods available	Inaccurate collating Improper securing Waste

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Fustration of completing job on time Boredom of job	Locate by approximation rational numbers and integers on the number line (Sequential ordering)	Reading and/or listening to instructions Requesting information

Duty J Machine Transcribing

1 Operate transcribing equipment
2 Prepare transcribed materials for mailability

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(TASK STATEMENT) OPERATE TRANSCRIBING EQUIPMENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Transcriber and transcribing materials	Read machine manual Learn to operate transcriber efficiently Operate transcriber	

DECISIONS	CUES	ERRORS
Implied - application of procedure		Inability to operate Erasing material by accident

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Frustration of operator Boredom with job Insecurity with machine		Reading transcriber manual Listening to belts

(TASK STATEMENT) PREPARE TRANSCRIBED MATERIAL FOR MAILABILITY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office set-up Transcribing equipment Standard typing supplies Background material Reference materials - dictionary, zip code directory, grammar book, secretary handbook	Interpret instructions from dictator Use appropriate forms Transcribe Make corrections Revise dictated material Prepare enclosures Return information to dictator Punctuate material Proofread material	

DECISIONS	CUES	ERRORS
Implied - application of procedure		Messy material Incorrect information Erasing belt by accident Misinterpreting material

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Reinforcement of good dictating habits Tactfully suggesting improvement of dictating habits (Ego) Protect insecurity of dictator (Fear) Employee's satisfaction with job		Reading coded directions from machine index slip Using correct English usage, spelling, and punctuation (Written) Relaying written messages

STANDARD OFFICE SUPPLIES

The phrase "Standard Office Set-up" is used under each task listed in the column entitled "Tools, Equipment, Materials and Objects Acted Upon"

The standard office set-up includes:

- Desk
- Chair
- Waiting room
- List of visitors expected
- Telephone, telephone message pad
- Typewriter and supplies
- Pens
- Papers

The phrase "Standard Typing Supplies" is also used quite frequently in the column entitled "Tools, Equipment, Materials and Objects Acted Upon"

The standard typing supplies include:

- Letterheads
- Second sheets
- Inter-office memos
- Envelopes
- Labels
- Carbon paper
- Forms
- Typing eraser
- Correcto-type
- Pencil eraser
- Shield
- Chalk